



General Services Administration
Public Buildings Service
Office of Public Buildings Information Technology Services

Statement of Work/ Request for Quote

Independent Verification and Validation

July 10, 2017

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1.0 Introduction

1.1 Purpose

The General Services Administration Information Technology (GSA IT), Office of Public Buildings Information Technology Services (PB-ITS), Application Operations and Maintenance Branch (IPOM), Enterprise Quality Program (EQP), 1800 F Street, NW, Washington, DC 20405 is pursuing Independent Verification and Validation (IV&V) services, to include quality assurance of software testing and continuous improvement of team processes.

1.2 Objective

PB-ITS' mission is to acquire information technology designed to improve the quality, timeliness, and cost effectiveness of IT service delivery for its customers. PB-ITS manages the design, development, implementation, and maintenance of software applications, as well as the relationships between PB-ITS, Public Building Services (PBS) business lines, GSA business lines, regional customers, and stakeholders.

1.3 Background

PBS has the responsibility of supporting the General Services Administration's (GSA) Buildings, which includes 7,435-leased buildings and 1,576 Government-owned buildings. The PB-ITS Associate Chief Information Officer (CIO) manages the information technology (IT) resources for PBS and is the principal advisor to the PBS community regarding all IT issues that bridge technology to the agency's business strategies.

2.0 Scope of Work

The Contractor shall provide all labor, administration and management necessary to provide IV&V evaluation and testing support services relative to PB-ITS application needs. This statement of work (SOW) establishes the requirements for services to provide project management, technical services, Concept of Operations and personnel requirements for the system/application evaluation and testing support services specific to the IV&V project area of PB-ITS. Details of the support requirements associated with this task order are in the Task Description and Requirements section (3) provided herein.

PB-ITS' Application Portfolio consists of GOTS/COTS applications that are categorized in three testing tiers and two release types: Planned releases or Unplanned releases.

Tier Level	Testing Effort	Number of Applications
1	Full IV&V testing (Mission critical business, framework, platform)	14
2	Installed into TEST, simplified test scripts executed, Business Line testing only	23
3	No integrated TEST environment or no test environment at all, testing is up to the Business Line	20

These applications can fall under intra/interdependent business critical applications that share data, processes, virtualized infrastructure, and cloud infrastructure. Testing of these applications is critical to the ongoing change management process of PB-ITS.

The IV&V team will need to have familiarity with operating systems, databases, middleware common in large enterprise, multi-tiered environments. The team shall have experience that allows them to successfully perform the necessary tasks including the following:

- Solaris; Windows 2008/2012; RedHat Enterprise Linux (RHEL)
- JBOSS; JBOSS EAP; Weblogic; WebCenter; Liferay
- Jaspersoft; OBIEE
- MS SQL, my SQL (including variants), Oracle DB; Postgres
- Computerized Maintenance Management System (CMMS) solutions
- Building Automation System solutions
- Computer Aided Drawing (CAD) based solutions; Business Information Modeling (BIM) related solutions
- Spatial Data Management (SDM) related solutions
- Geographic Information System (GIS) based products
- Internet of Things (IoT)
- Mobile (smartphone, tablet, and/or emerging technology) applications on IOS and/or Droid devices

These applications form the core technological basis of the work described in this SOW.

Testing Type	Monthly	Planned: 8.1 Unplanned:1.4
Tier 1 Applications <i>(Full IV&V testing of Mission critical business, framework, platform)</i>	Monthly	19
Tier 2 Applications <i>(Installed into TEST, simplified test scripts executed, Business Line testing only)</i>	Monthly	23
Tier 3 Applications <i>(no integrated TEST environment or no test environment at all, testing is up to the Business Line)</i>	Monthly	20
Server Software Quarterly Patching (Operating System, Database,	Yearly	17.75

and Middleware)		
Adhoc Request	Yearly	9.2
Application Regression Testing	Yearly	50

3.0 Specific Requirements or Tasks

3.1 Concept of Operations

The Concept of Operations shall include the processes and procedures for meeting the objectives of this SOW. This shall include integrated operational protocols and practices to meet the mission objective of PB-ITS. The contractor's proposed Concept of Operations shall be used to evaluate the quality and effectiveness of their offering.

3.1.1 The Contractor shall propose practices and protocols for the implementation of innovative testing and evaluation solutions, with particular emphasis on providing automated test tools and integration with the Software Development Life Cycle (SDLC) processes. This shall include process diagrams, communications and integration concepts to be evaluated by PB-ITS.

3.1.2 The Contractor shall propose practices and protocols quarterly or upon request for process improvement and technical advancement regarding the methodologies and tools used in support of this contract. This shall include automated testing tools/suites to be used to improve the quality of GSA applications in support of IV&V testing efforts to improve test results and reduce testing cycle times, and provide reporting capabilities and defect tracking. Recommendations shall be provided to the Contracting Officer's Representative (COR) for consideration. The Contractor will be required to use the tools should PB-ITS elect to purchase and deploy them. The contractor should provide expertise and insight into tools and propose solutions that improve productivity and efficiencies within the IV&V functional area.

3.1.3 The Contractor shall optimize the utilization of IV&V contractor personnel across multiple projects and ensure effective, efficient, and thorough testing of applications per release.

3.1.4 PB-ITS understands that a small percentage of software releases may require a longer test cycle. The Organization Level Agreement (OLA) shall identify the testing strategy for each type of release and the strategy and timeline to complete each task from the date it is formally assigned to the IV&V team through completion. The contractor shall address integration testing and identify the types of testing they propose to perform to adequately provide assurance that enhancements and upgrades can be safely applied in our production environment based on the test results. The installation of applications is handled on behalf of the IV&V team. The Contractor shall coordinate activities with the install team to ensure timely and adequate configurations necessary to complete a full test. The Contractor shall describe how their staffing plan will meet the workload

requirements for testing and how it will coordinate with the Technical Operation Team (TechOps).

3.1.5 The Contractor shall provide recommendations regarding the acceptability of the delivered application, OS, database and patch submissions. These recommendations should be included in the written report documenting the test results. As described in the “Scope” section (2.0) of this document, per release.

3.2 General Requirements

3.2.1 Standard Operating Procedures Development and Maintenance

If necessary, the Contractor shall coordinate and execute the development of standard operating procedures (SOP) sufficient for supporting applicable work activities described in this SOW. The Contractor shall ensure all new and existing SOPs are updated quarterly, maintained and access is provided to the COR immediately upon completion. This is a common occurrence as policy and procedures change.

The contractor shall monitor the quality of all work performed as part of this contract. This includes both the content of the products produced (e.g. test cases) and the documents specified in section **5.0 Deliverables** of this SOW. The contractor will ensure the quality, completeness, and timeliness of all deliverables and work performed. The contractor shall ensure that all deliverables comply with all applicable GSA and PB-ITS standards, policies, and procedures (Web [Link](#)).

3.3 Project Management Support Requirements

The contractor shall provide project management support for the following functions:

3.3.1 Project Plan Development and Schedules

Within PB-ITS upgrades, configuration changes, patches, etc. are tracked in a “master schedule” tool. This tool is used for planning and management purposes to facilitate the orderly installation and maintenance of IT software and infrastructure upgrades, configuration changes, and patches. The Contractor shall provide input into master schedules and project plans as it applies to the specific activities and resources associated with IV&V Support and tasking. If necessary, project plans of work associated with this contract will be developed and maintained to ensure compliance with program schedules and objectives. Project plans created will be provided to the COR upon creation with updates provided at progress meetings held every two (2) weeks or at an interval requested by the Government.

The Contractor shall maintain a monthly, written summary of all IV&V-related activities to be provided to the COR and PM.

3.3.2 Planning, Scheduling and Project Specific Coordination for Integrated Project Teams (IPTs)

The Contractor shall participate in IPT meetings, organizational meetings, or systems/software development, testing, and implementation meetings as required. These meetings are for information sharing and requirements gathering to allow the organization to keep all planned activities within scope and on schedule. There is an IPT

for each application that has active upgrades planned or ongoing activities requiring IV&V support. Generally these IPT meetings are one to two hours in length and there are typically around 3 per week.

The Contractor shall hold status/progress meetings with the COR and provide a status report, to include ad-hoc reports upon request, to review current issues, status of current activities, pending action items, upcoming activities, etc. The Contractor shall maintain meeting minutes documenting the results of these status/progress meetings and provide them within two (2) workdays of the meeting. Status/progress meetings will occur bi-weekly or as needed as defined by the COR.

3.4 Testing Services

The Contractor shall provide IV&V testing support services for PB-ITS including, but is not limited to, the following activities:

3.4.1 Application, Configuration, and Patch Release Testing

All changes to applications, databases and servers are performed in our test environment (TST). Testing may also include testing of mobile (smartphone, tablet, and/or emerging technology) applications on IOS and/or Droid devices. Level of testing is dependent on the types of releases, i.e. server environment, regression testing, smart device, enhancement, patching, or configuration changes and the impact of those changes on the application. The Contractor shall propose appropriate levels and types of testing that will best ensure the types of releases identified in this section are adequately tested to provide an acceptable level of risk that the changes may be applied in production without impacting uptime. The Contractor shall propose an OLA that includes the maximum duration for the testing services work identified. The Contractor is expected to meet their proposed OLA duration targets for 95% of the software upgrades, configuration changes, patches and any application deliverables that require testing. The Contractor shall provide OLA duration metrics in each monthly report or upon request to cover all IV&V testing actions that are completed by the IV&V team. Every IV&V testing action will be evaluated for compliance with the contractor provided OLA duration for the specific type of testing action. Any exceptions to the OLA maximum duration must be preapproved by the COR. The COR will perform random verification of the reported metrics by comparing what is in the monthly report to what is captured in the EQP workflow tool (currently Service Lifecycle Application Management (SLAM))

3.4.1.1 Application Testing - The Contractor shall review all application deliverables to design and prepare test plans/scripts/cases to included regression testing, and perform testing of application systems based on these deliverables. The Contractor shall ensure the application functionality is in accordance with the requirements, as defined in the deliverables, and have been fully satisfied including the following activities;

- Coordinate IV&V testing activities with other teams and individuals, both internal and external, (e.g. project managers, business lines, developers, IT Security, UAT, system integration) and provide input and/or feedback as required.

- Maximum duration for these activities shall not exceed ten (10) business days, with exceptions of complicated requirements.
- Duration metric starts when the assignment is transferred to the IV&V team through our workflow tool (currently SLAM).

3.4.1.2 Systems requiring/not requiring Application Upgrades (Operating System, Database or Middleware) - The Contractor shall review all application deliverables to design and prepare test plans/scripts/cases to include regression testing, and perform testing of application systems based on these deliverables. The Contractor shall ensure the application functionality is in accordance with the requirements, as defined in the deliverables, and have been fully satisfied including the following activities;

- Coordinate IV&V testing activities with other teams and individuals, both internal and external, (e.g. project managers, business lines, developers, IT security, EPQ, system integration, UAT) and provide input and/or feedback as required. The contractor does not need to provide staff with skills focused in all of these areas.
- Maximum duration for these activities will not exceed ten (10) business days.
- The duration metric starts when the assignment is transferred to the IV&V team through the Government workflow tool (currently SLAM).

The Contractor shall maintain a current repository of test cases for each application to include the GSA workflow tool. Tests shall include those provided by the developer as well as those created by the IV&V team. Tests shall validate the application's stated requirements are met and avoid unintentional downstream consequences in the application. Where escaped defects are found in the application the IV&V team shall incorporate test cases for future releases to ensure these failures do not reoccur. The Contractor shall interface with project management teams in the Government to ensure developer-provided test cases and IV&V-developed tests adequately address discovered issues. Information will be maintained, per release, within a GSA approved repository accessible to the designated Government PM and COR.

3.4.2 General Testing Requirements

The Contractor shall prepare a written report (Product Evaluation Report, see Appendix A for example) of all test results from the executed test cases. This report should document and include any discrepancies, inconsistencies, or deficiencies identified during the evaluation and testing of the delivered application and its associated documentation. Production of the test report is expected to be completed within the timeline defined in the duration metric of the Contractor's proposed OLA for each type of testing described in Section 3.4.1.

The Contractor shall post all reports and applicable testing documentation in the configuration management workflow tool, SLAM, or whichever repository or replacement tool may be implemented for this purpose. PB-ITS encourages each industry partner to make recommendations for alternative technology solutions where they will provide greater benefit to the Government. The Contractor may propose a suite of tools as part of their offering or they may propose that they

continue to use the technology that is in place. If a new tool is proposed, the Contractor shall address how a transition to the new tools would be accomplished.

The Contractor shall coordinate with the Technical Operations (TechOps) team and assist with maintaining the test environment, including scheduling installation of software for testing, as required. The Contractor is not responsible for installing application software or for system administration of the servers; however, the contractor will coordinate as necessary with the developers and TechOps personnel to ensure the installation and configuration settings are correct.

The Contractor shall participate, as required, in system/application reviews, requirements and design reviews, upgrade strategy sessions, program or process reviews, etc. and provide feedback and recommendations related to the IV&V function or associated activities.

4.0 Labor Requirements

The Contractor shall ensure a stable workforce during the performance of this contract. The Contractor shall be mindful that substitutions of Contractor personnel may result in downtime of contract performance due to transition time and the security clearance process. The result is costly in time and funds to the Government, therefore the Contractor shall mitigate substitutions in personnel to the maximum extent possible.

During the first ninety (90) days of the performance, the Contractor shall make no personnel substitution unless the substitution is necessitated by illness, death or termination of employment. The Contractor shall notify the CO within fifteen (15) calendar days after the occurrence of any of these events and provide the information required by the paragraph below. After the initial 90-day period, the Contractor shall submit the information required by the paragraph below the CO at least fifteen (15) days prior to making any permanent substitutions.

The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the CO. Proposed substitutes should have qualifications equal to or greater than the person to be replaced.

The GSA CO in consultation with the COR shall evaluate substitution request and promptly notify the Contractor, in writing, of his/her approval or disapproval thereof. At the discretion of the COR, an interview with the proposed personnel may be required to verify that the proposed substitute has the qualifications equal to, or greater than, the person to be replaced. The COR shall notify the Contractor ten (10) business days in advance of the proposed substitution date if the COR chooses to conduct an interview to review the qualifications of the proposed individual. Only the CO has the authority to accept or deny personnel substitutions. The CO will notify the Contractor within five (5) calendar days after receipt of all required information of the decision on substitutions.

The level of effort proposed shall be based on the current environment and remain consistent for the base year and subsequent option years. If contractor or GSA directed automation result in

level of effort efficiencies the contractor will be expected to reduce costs based on the process improvements.

4.1 Key Personnel: In order to ensure continuity throughout the period of performance, the contractor shall identify a minimum of three (3) key positions among the staff for this award. Critical to performance of this award are both the proposed positions identified by the contractor in their technical proposal as key and the experience of the people in those positions. The proposed key positions as well as proposed staff will show experience in the different skill sets necessary and the different functions to be performed.

The Contractor shall identify personnel deemed “Key” to execute this task with a professional history of working on technical software testing teams. All Team members should exhibit a successful history of working on Agile technical projects for at least two (2) consecutive years. Key personnel shall be solely dedicated to this task.

The Contractor shall ensure a stable workforce during the performance of this contract. The Contractor shall designate a minimum of three (3) key personnel, one with managerial oversight responsibilities, and sufficient technical staff to ensure success and continuity for the duration of the contract. Key personnel shall remain responsible for each of the tasks until point of completion. Proposed changes of key personnel shall be provided in writing to the GSA CO and the COR for approval. This should describe the proposed action (including resignation if applicable), any corresponding transition plan, and assessment of the anticipated impact to the program efforts.

4.2 Staffing Plan: The contractor shall maintain the staffing plan for the duration of the contract, unless it is reduced by the government, and shall ensure compliance with all requirements of this statement of work as well as the explicit personnel requirements and coverage as specified in paragraph **4.0 Labor Requirements**. The contractor shall provide the staffing plan updates including work schedule and contact information details to the COR immediately following changes in schedules of staff or contact information. The Contractor shall provide personnel with the knowledge, skills, and abilities to complete all requirements described in this SOW to include progressive change. In addition, the contractor shall provide personnel that meet the following requirements:

- Able to effectively communicate by verbal and written means, including but not limited to the use of e-mail, word processing, spreadsheet applications, and GSA approved Google Drive applications.
- Able to work well in a team environment and demonstrate an ability to work with individuals of all skill levels including members of other teams in effectively meeting the requirements of this SOW.
- Working knowledge, experience, skills, and abilities for the following, where applicable, to successfully complete their duties, in support of the requirements of this task order.
 - Solaris; Windows 2008/2012; RedHat Enterprise Linux (RHEL)
 - JBOSS; JBOSS EAP; Weblogic; WebCenter; Liferay
 - Jaspersoft; OBIEE

- MS SQL; my SQL (including variants); Oracle DB; Postgres
- CMMS solutions
- Building Automation System solutions
- CAD based solutions; BIM related solutions
- SDM related solutions
- GIS based products
- Internet of Things (IoT)
- Mobile (smartphone, tablet, and/or emerging technology) applications on IOS and/or Droid devices
- Appian

4.3 The Contractor shall provide a resume for all proposed personnel which outlines the qualifications, skills and education.

5.0 Deliverables

5.1 Identification and Schedule

All deliverables shall be provided to the COR according to the scheduled identified for each in the table below.

SOW Section	Deliverable Description	Delivery Schedule
3.1.5	See Sample Report in Appendix A	Per Release
3.2.2	Standard Operating Procedures and Updates	Within 10 working days and as needed thereafter
3.3.1	Project Plan Development and Schedules	Per Release
3.3.2	Activity Summary Report	Monthly
3.3.3	Status Report and Progress Meeting Minutes	Every two (2) weeks Or as requested by the COR
3.4.2.1	Product Evaluation	Upon completion of

	Report (PER)	assessment
3.4.2.2	Research Tools and Provide Recommendations	Within 3 business days of completion
4.1	Staffing Plan	Draft due with proposal, final due five (5) business days after award Five (5) working days upon notification of departing contractor and replacement
6.2	Phase-In Plan	Draft due with proposal, final due five (5) business days after award
6.3	Phase-Out Plan	Due 60 calendar days before completion of period of performance
10.0	Invoices	Monthly, due by the 10 th of every month

5.2 Delivery Instructions

All deliverables shall be submitted to the Government COR or as directed. An electronic media copy of each written deliverable shall be delivered in the applicable Microsoft Office format in conformance with approved GSA standards unless otherwise specified or agreed to by the COR. (Sample reports can be provided upon request.)

6.0 Place and Period of Performance

All work shall be performed at GSA furnished space or Contractor provided location, no more than 25 miles from the GSA headquarters Building - 1800 F Street NW, Washington, DC. Occasional in-person attendance will be required for meetings located at GSA Headquarters or the Enterprise Service Center (ESC) located at Building #3, 14426 Albemarle Point Place Suite 120 Chantilly, VA 20151.

This contract will be established for a base period plus four (4) 12-month option periods; a total duration of five (5) years. The anticipated period of performance shall be as follows:

Phase In: October 1, 2017 through December 16, 2017

Base Year: December 17, 2017 through September 30, 2018

Option Year 1: October 1, 2018 through September 30, 2019

Option Year 2: October 1, 2019 through September 30, 2020

Option Year 3: October 1, 2020 through September 30, 2021

Option Year 4: October 1, 2021 through September 30, 2022

6.1 Phase-In/ Phase-Out Overview

The Phase-In/Phase-Out process is defined as a smooth transition from one Contractor to another, in order to maintain the program's integrity required under this and the previous agreements.

The Contractor shall take all actions necessary to achieve a successful transition from the incumbent Contractor/GSA Staff and to the follow-on Contractor/GSA Staff. This includes pre clearance for the Phase In period.

6.2 Phase-In

The Contractor shall develop a detailed Draft Phase-In Plan detailing the phase-in approach, staffing, activities, risks, and schedule as part of their proposal to ensure business continuity with no disruption. The COR will provide the Contractor feedback on the phase-in plan and allow the Contractor to make revisions as needed. The Contractor shall resubmit the Final Phase-In Plan three (3) business days after COR provides feedback to the Contractor. The Contractor shall follow the Government approved Final Phase-In Plan after contract award. The offeror shall propose a transition timeline and process for any phase-in activities as required.

The Contractor shall use the time between award and start date to prepare for and achieve fully operational status on the first day of required services. To accomplish this level of operational readiness, the Contractor shall implement its Final Phase-In Plan, which should be submitted as a draft as part of the technical proposal in response to the solicitation. Site access shall be permitted during phase-in to the extent that it does not interfere with the operation of the Incumbent Contractor.

The Contractor shall coordinate with the COR for site access permission. The Phase-In Plan shall address no less than the following:

- Manpower requirements
- HSPD12 compliance to include Phase In start date
- Personnel recruitment
- Personnel orientation
- Site familiarization
- Material equipment on-hand levels verification and validation
- Assumption of responsibility and accountability of Government furnished property
- Telephone services

- Initiation of a Point to Point network connection (if not located in GSA furnished space) between the contractor site and the GSA WLAN.
- Contractor provided supplies and equipment
- Timelines

6.3 Phase-Out

The Contractor shall maintain full compliance during the period of time leading up to award expiration or termination. The Contractor shall submit to the COR a Phase-Out Plan sixty (60) calendar days before the period of performance completion or termination. The Phase-Out Plan shall address no less than the following:

- Procedures for retaining the staffing levels necessary to maintain required services through the day of expiration or termination.
- Procedures and responsibilities for performing physical inventory and reconciliation of Government Furnished Property (GFP).
- Procedures and responsibility for reconciling and certifying material and equipment on-hand levels and accuracy.
- Contractor shall provide on-the-job training for the incoming Contractor personnel. This includes side-by-side operational procedures.

The Contractor shall coordinate its phase-out activities with the incoming Contractor to produce a smooth transition at the end of the award period. The Contractor shall remove all Contractor-owned property from the Government spaces or facilities by close of business on the last day of the award.

7.0 Travel

This contract does not anticipate the need for non-local travel. However, the GSA PM and the contractor's key personnel may need to meet with users in GSA regional offices in person. If it is determined that travel is necessary, the Government will authorize the travel in writing prior to the travel being taken. The Government shall reimburse the Contractor for travel expenses incurred. Reimbursable costs shall adhere to the Federal Travel Regulations (FTR) guidelines. Local travel is not reimbursable which is defined as within 50 miles of the GSA Headquarters.

8.0 Government Furnished Equipment (GFE)/ Government Furnished Information (GFI)

No Government Furnished Equipment (GFE) is anticipated for these requirements. Government Furnished Information (GFI) may be provided for the contractor's exclusive use during the period of performance of this task. These typically will include documents produced or owned by the Government, including systems documentation, systems manuals, operational procedures, standards, specifications or guidelines governing development of deliverables, manuals and related materials.

- Any hardware, software and supplies provided to the Contractor by the Government remains the property of the Government.
- All GFE and GFI shall be returned to the Government upon completion of this task or when no longer needed, whichever is sooner.

Access to GSA networks may be provided to personnel on an as needed basis approved by the Government. These individuals shall not be given access unless appropriate security access has been successfully adjudicated.

9.0 Security

The Contractor shall comply with GSA administrative, physical, and technical security controls to ensure that all Government's security requirements are met. In addition, all Contractor personnel shall adhere to the GSA rules and regulations. The Contractor is responsible for addressing any issues or concerns raised by PB-ITS within a one week turn around.

9.1 Homeland Security Presidential Directive (HSPD-12) and Background Investigations Requirements

For any Contractor personnel performing work under this SOW who shall require access to GSA IT applications, systems, or data, the Contractor(s) shall comply with the Homeland Security Presidential Directive-12 (HSPD-12) security clearance process. This means first obtaining a fingerprint clearance, which typically takes 3-4 weeks. At that point, the Authorizing Official (AO) can grant limited access on a case by case basis. Next, a preliminary favorable adjudication of their National Agency Check with Inquiries (NACI) clearance level shall be received. This process can take 1 to 2 months. Only when a full NACI adjudication is received shall full access be granted. This process usually takes four (4) to eight (8) months, though it could take as many as 12 months.

The Contractor(s) shall submit the necessary paperwork to conduct a National Agency Check with Inquiries (NACI) background investigation for each proposed personnel prior to working on the contract. Contractor(s) shall not be granted access to a GSA facility or to any GSA IT system prior to a favorable response to the fingerprint portion of this background investigation. An individual Contractor's failure to return satisfactory results from the background investigation shall result in immediate removal of that Contractor. Higher levels of clearance shall also be required depending on the level of trust required to perform specific duties or perform a specific task. For any Contractor who shall have access to Sensitive but Unclassified (SBU), Financial Transactions, Personally Identifiable Information (PII), or any data that is deemed to require a higher level of trust, a Minimum Background Investigation (MBI) shall be required.

The Contractor shall be required to fund their employees' security clearance and background investigation processes; the Government will not provide funding for these requirements.

9.2 Privacy Act

Work on this contract will require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

9.3 Protection of Information

The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under the contract. In addition, the Contractor shall protect all government data, equipment, or information by treating the material as sensitive. SBU information, data, and/or equipment shall only be disclosed to authorize personnel. The Contractor shall ensure that appropriate administrative, technical, and physical safeguards are

established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment shall be returned to Government control, destroyed, or held until otherwise directed. Items returned to the Government will be hand carried or mailed to the COR using certified mail. The Contractor shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material.

9.4 Non-Disclosure Agreements

If determined to be required by the CO, Contractor, and their personnel shall be required to sign non-disclosure agreements (NDAs).

9.5 Organizational Conflict of Interest

FAR Subpart 9.5, Organizational Conflicts of Interest, applies. If the CO determines that an offeror may have a potential organizational conflict of interest, then the Contractor shall be required to submit a mitigation plan and, if awarded, comply with any procedures put in place to avoid or mitigate conflicts.

10.0 Administration

10.1 GSA Electronic Invoicing

All invoicing shall be done electronically. Password and electronic invoice access shall be obtained through GSA web site <http://www.finance.gsa.gov>. Invoices shall be itemized as per the specific line items utilized during that billing period.

Billing and payment shall be accomplished in accordance with this clause. The Contractor shall have the invoice certified by the client representative. The Contractor's invoice shall be for no less than one month. The Contractor shall invoice only for the hours, travel, and/or unique services ordered by GSA and actually used in direct support of the client representative's project. A copy of the Government's document (receiving report) accepting the covered services shall accompany invoices submitted for payment. A copy of the invoice shall be submitted via email to the Government PM, along with the monthly status reports, at the same time that it is submitted for payment. Failure to comply with the procedures outlined above shall result in your payment being delayed.

The Contractor shall submit with a GSA Form 1142- Release of Claims with submission of the final invoice at the end of the period of performance. A copy of the form should be sent via email to the Contracting Officer identified in Block 26A of the award document (GSA Form 300) and to the Contract Specialist and COR identified as the Government POCs in this SOW.

10.2 Delivery Schedule

The Contractor's delivery schedule shall be as follows:

Progress Report	Monthly	Status due by the 5 th workday of the next month and 24 hours before any status meeting.
Invoices	10th calendar day of Month	- Original to http://www.finance.gsa.gov - Copy to Government PM

		- Copy to CO/ Contract Specialist - Copy to COR Invoices shall identify the hours worked and /or deliverables and their associated costs in dollars.
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10.3 Inspection and Acceptance

The Government will have fifteen (15) business days to complete the review of each deliverable and accept or reject the deliverable by giving written notice. When the Government fails to complete the review within the review period, the deliverable shall become acceptable, unless an extension of the review period is requested and mutually agreed upon. In the event of rejection of any deliverable, the Contractor shall be so notified in writing by the Government PM or CO, giving the specific reason(s) for the rejection. The Contractor shall have five (5) business days to correct the rejected deliverable and return it to the Government PM. The Contractor shall be allowed one (1) resubmission of deliverables.

10.4 Unauthorized Commitment

The Government PM or any other client representative is not authorized to change any of the terms and conditions of the resultant contract. Changes, if any, shall be made by the CO only.

10.5 Personal Services

The Government has determined this contract is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract."

10.6 FAR/ GSAM Clauses

The following FAR Clauses are made part of this procurement:

52.217-5 EVALUATIONS OF OPTIONS (JUL 1990)

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed six months. The CO may exercise the option by written notice to the Contractor within thirty calendar days prior to contract expiration.

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

- (a) The Government may extend the term of this contract by written notice to the Contractor within ten calendar days before the contract expires; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least thirty calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option then the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

11.0 Government Points of Contact

Bernard A. Ellsworth, III
Contracting Officer Representative (COR)
Application Operations and Maintenance Branch (IPOM)
1800 F Street, NW, Washington, DC 20405
Bernard.Ellsworth@gsa.gov

Sharmel Lane
Contracting Officer
GSA, PBS, Acquisition Services Division
1800 F Street, NW Washington, DC 20405
sharmel.lane@gsa.gov

Request for Quotes (RFQ)

12.0 Instruction to Offerors

Contractors shall prepare and deliver technical and price proposals that shall be evaluated in determining the “best value” proposal. All proposals shall be submitted via email to: **sharmel.lane@gsa.gov (cc: laurie.schimmel@gsa.gov), by 10:00 AM EST on Monday, August 14, 2017**. The price proposal shall be a separate volume, .pdf attachment as well as the Excel version without formulas, from the technical volume.

A minimum of four (4) electronic documents shall be submitted for this RFP:

1. Technical narrative volume, named (Offeror’s Name) – Technical Volume
2. Price PDF narrative volume, named (Offeror’s Name) – Price Volume
3. Price Excel template document, named (Offeror’s Name) - Required Price Proposal
4. Resumes, with each individual file labeled as, (Offeror’s Name) – Resume of (Individual Last Name)

You may add on to the file names after this defined piece.

Large email attachments can be delayed during regular business hours. GSA has an attachment size limit of 20 MB. If this is a problem, submit as multiple emails with small attachments, or with enough time to clear the server delays. Proposals not time stamped in the receiving email inbox, at or earlier than the due date and time, will be late and not accepted.

Questions regarding the SOW or RFP may be submitted to **sharmel.lane@gsa.gov (cc: laurie.schimmel@gsa.gov), by 12:00 PM EST on Friday, August 4, 2017**. Responses to all Contractor questions will be provided to all Offerors as an amendment to the solicitation.

13.0 Methodology for Award

Pursuant to FAR 8.405, award will be based on firm fixed price and best value to the Government with price and other factors considered.

Best value evaluation is, in and of itself, a subjective assessment by the Government of the proposed solution that provides the optimal results to the Government, price and other factors considered. Subjectivity is inherent in the process and is the cornerstone of the source selection decision. In an effort to provide insight to the STARS II GWAC holders as to the decision making process of the Government, the following information is provided:

Evaluation will be made on two factors – Technical and Price. In the evaluation, technical is significantly more important than price. While price is not as important as Technical, it does have significance to the Government. In rating the technical proposals, there are five factors (Technical Approach and Understanding of the Requirements, Professional Staff / Staffing Plan, Past Performance, Corporate Capability, and Proven ability to implement Innovative Solutions) are in order of importance. Technical Approach and Understanding of the Requirements is significantly more important than Professional Staff / Staffing Plan, Past Performance, Corporate Capability, and Proven Ability to provide Innovative Solutions.

Professional Staff/Staffing Plan is slightly more important than Past Performance, Corporate Capability, and Proven ability to implement Innovative Solutions. Past Performance, Corporate Capability and Proven ability to implement Innovative Solutions are equally important.

The Government will perform a price/technical trade-off analysis in accordance with the above methodology and select the offer that provides the best value.

Contractors are required to limit their technical proposal to forty two (42) letter (8.5 x 11) pages, double-sided. The technical proposal font shall be Times New Roman, size 12. The Government's evaluation shall not consider any information on pages exceeding the page limitation. Appendixes shall not be held to the font type and size requirement, but are required to be following the 8.5 x 11 page size; otherwise, there shall be no exception (this includes tables and graphs) to the font type and size or page size. Appendixes shall be reviewed for evaluation purposes provided that they fit within the page limitations listed below.

The Offeror's proposal(s) shall be submitted in two volumes as set forth below.

VOLUME	TITLE	MAXIMUM NUMBER OF PAGES	NUMBER OF COPIES
TECHNICAL PROPOSAL		8.5 x 11 inches Times New Roman Font size 12 1 inch margins	Electronic
1	Technical Approach and Understanding of the Requirements	20	1
1	Professional Staff and Staffing plan	10	1
1	Past Performance	3	1
1	Corporate Capability	5	1

1	Proven ability to implement Innovative Solutions	4	1
PRICE PROPOSAL			
2	Price	5	1

Format Chart

13.1 Proposal Transmittal Letter

The technical proposal shall be submitted with a Transmittal Cover Letter. This cover letter is not included in the forty two (42)-page limit for the technical proposal, but is limited to no more than five (5) pages. The Transmittal Cover Letter shall include the following items:

- Offeror's DUNS Number;
- Offeror's Federal Tax Identification Number;
- Offeror's GSA Schedule Contract Number, if applicable;
- Offeror's CMMI or ISO Level, if applicable; and
- Offeror's point of contact email address, phone number, and fax number.

If applicable, for each Subcontractor include:

- Subcontractor's DUNS Number;
- Subcontractor's GSA Schedule Contract Number, if applicable;
- Subcontractor's CMMI or ISO Level, if applicable; and
- Subcontractor's point of contact email address, phone number, and fax number.

13.2 Technical Evaluation Factor 1: Technical Approach and Understanding of the Requirements

Basis of Evaluation: Offerors shall describe their technical approach and understanding of the requirements for supporting the IV&V evaluation and testing support services of the Enterprise Quality Program in support of PB-ITS application development and maintenance efforts. Offerors will be evaluated to determine the soundness of the technical approach most suitable to this effort and the ability to deliver within the required timeframes. Specific areas to be evaluated are knowledge and experience in the following:

- Technical understanding of the program requirements
- Understanding and approach to IV&V testing and evaluation in support of integrated and Agile software development efforts
- Understanding and knowledge of Oracle, SQL, and other tools in a Solaris and Windows environment
- Understanding and approach regarding project management concepts and practices

- Innovative propositions to improve quality and efficiency within the IV&V program.
- Demonstrate their understanding and experience in the area of independent system/software testing and evaluation, along with applying these concepts to supporting software application development and maintenance efforts in realizing quality systems in today's dynamic web environments.
- Demonstrate their understanding and conformance to the ISO 9000 quality management processes.
- Demonstrate their experience in project management planning as it relates to evaluation and independent testing in support of software development and maintenance efforts.
- Ability to generate a project plan and to conform to the schedule
- Ability to support all the technologies described in the scope section 2.0
- Ability to ensure Quality Assurance is engrained as an ongoing function within their proposed methodology
- Ability to manually generate and execute test plans
- Thoroughly defined OLA for meeting the workload of testing activities with the proposed staffing levels. This includes development of test cases, functional and integration testing (as needed) and creation of the Product Evaluation Report. OLA should address:
 - Planned releases
 - Unplanned releases
- Clearly defined testing strategy (types of tests they will run are clearly articulated and defined for each type of deliverable defined in section 2.0).
- Ability to work with production support, the development community, TechOps, project managers, PB-ITS management, key personnel, and business line personnel in a professional and beneficial manner to :
 - Perform operational/testing support
 - Participate in IPTs
 - Perform system reviews, requirements reviews, strategy session, program and process reviews, etc.

13.3 Technical Evaluation Factor 2: Professional Staff / Staffing Plan

Basis of Evaluation: Offerors shall provide a concise staffing plan and resumes of all proposed personnel along with their proposed position identified on the resume. All personnel proposed must work on this award as proposed. A signed letter of contingency for employment must be included for non-employees. Resumes for all proposed personnel must be included.

- The resumes submitted by the Offeror will be evaluated to assess the availability and qualifications of the proposed staff, their experience in similar projects and their capability to fully and professionally accomplish the objectives stated herein.
- For all positions that do not have resumes, the Offeror has provided a clearly defined role, qualifications and skills required for each position.
- Offeror's proposal shall include/ demonstrate:
 - A fully developed staffing plan
 - Sufficient staff to perform the work
 - Ability to multi-task, work on multiple projects with overlapping schedules

- Resumes for all proposed staff
- Qualified personnel as demonstrated through proposed resumes (experience and education) or through well-defined minimum position requirements.
- Well defined roles and responsibilities for each position
- Identification of at least 3 key personnel.
- Ability to provide **60%** staffed, HSPD12-cleared (fingerprint cleared through GSA) personnel by the first day of the period of performance. And **100%** staffed, HSPD12-cleared (fingerprint cleared through GSA) personnel by end of the second week of the start date.
- Phase in /Phase out transition plans that address all the requirements described in section 7 and provide reasonable assurance that both transitions will be successful and supportive.
- The commitment to comply with all GSA and PB-ITS security policies.
- Agreement to comply with GSA policies and standards and laws

13.4 Technical Evaluation Factor 3: Past Performance

Basis of Evaluation: Offerors shall submit two (2) past performance references with respect to projects undertaken within the past three (3) years that are similar in scope, size, and complexity to the work described herein. This includes the core concept of independence in terms of evaluating and testing the application development work performed by a third party to include Agile efforts and performance. Offerors shall also submit one (1) past performance reference for each sub-contractor that will perform at least 30% of the work associated with this award. Sub-contractor past performance must also be similar in scope and size to the work described herein and within the past three (3) years. This includes the core concept of independence in terms of evaluating and testing the application development work performed by a third party to include Agile efforts and performance

In order to be similar in scope and size, the contract amount for Offerors must have been at least \$300,000 per year and for subcontractors at least \$150,000 per year. All past performance references must be from unique awards; any past performance reference with a repeated contract number will not be considered.

In addition, Offerors and their subcontractors that meet the criteria above shall disclose any past experience working with GSA in the past five (5) years. This disclosure shall include the office and a point of contact for that work.

Work must clearly be relevant IV&V services to meet the scope requirements.

Sufficient information shall be provided to allow the Government to contact the agencies/organizations served and assess the quality of the services provided. The minimal acceptable information, for both Offerors and subcontractors includes:

1. Name, Address, Telephone Number and Customer Point of Contact;
2. Type of Customer (i.e., Federal Government, State/Local Government, or Commercial/Private Organization).
3. Contract Number (if applicable).

4. Total value of the Contract at time of Contract Award and Total Value of the Contract at time of Completion (value to date if an active contract). Provide a brief summary of the causes for any increase/decrease in contract value.
5. Size of contract in terms of staffing
6. Required Delivery Schedule/Period of Performance and Actual Delivery Schedule/Period of Performance.
7. Description of services offered
8. Description of the type of system (i.e., financial management, or other type of system).
9. Description of the Offeror's or subcontractor's self-evaluation of its performance.

13.5 Technical Evaluation Factor 4: Corporate Capability

Basis of Evaluation: Offerors shall submit a narrative discussion of their Corporate Capability. The discussion should provide a thoughtful description and examples of their corporate abilities to include, but not limited to:

- Experience meeting the required capabilities
- Recent relevant experience within the Federal and private sectors
- Knowledge of key issues and problems relevant to IV&V and how they propose to address them
- Use of specialized tools and new technologies
- Proactive and creative methodologies and implementation of emerging trends

13.6 Technical Evaluation Factor 5: Proven ability to implement Innovative Solutions

Basis of Evaluation: Offerors shall submit a narrative discussion of their proven ability to provide innovative solutions in implementing or improving an IV&V program that currently performs manual testing. The discussion should provide a thoughtful description and examples of their corporate abilities and experiences to include, but not limited to:

- Experience with specific automated tools used to produce repeatable and reusable testing and reporting
- Demonstrated process improvement upon implementation of automated testing tools.
- Description of types of testing that improved upon implementation of automated testing tools.
- Workflows that allow the IV&V team to integrate into a larger Systems Development Life-Cycle (SDLC) process.
- Ability to provide value to other components of an organization's office through IPT's and team meetings.
- Processes and methodologies that the offeror has successfully implemented within the federal (preferred) and/or private sector that resulted in enhanced or improved IV&V functionality.
- Any additional innovative ideas, process, or tools that the Offeror has implemented and how they added value to a specific project or program area.

14.0 Price Evaluation

Offerors shall provide a detailed price proposal identifying the hourly rate, level of effort and fixed unit price for each labor category. Price proposals shall be submitted on a firm-fixed price basis. **Pricing proposals for the base and option years should be based on performing the work under the current environment, not on any proposed efficiencies that may be gained through innovations.** If offeror or GSA directed automation result in efficiencies offeror will be expected to reduce costs based on the process improvements. This could occur at any time during the period of performance that the government deems advantageous but is not expected to occur during the base year.

GSA will evaluate the Offeror's pricing for reasonableness consistency with the offeror's proposed Technical Approach, and overall best value to the Government. Offeror should specify, as a separate line item, costs for hosting the services at the Contractor's facility. The Government will determine if this option is acceptable or if the services will be better supported in Government provided space.